

NONCOMMERCIAL STAKEHOLDERS GROUP

SERVICE LEVEL AGREEMENT CONTRACT



Created for:

**NONCOMMERCIAL
STAKEHOLDERS GROUP**

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WANNA PIXEL INC. [HTTPS://WAPIX.CO](https://wapiX.co)

PURPOSE

The purpose of this Support Service Level Agreement (SLA) is to formalize an arrangement between Noncommercial stakeholders group (hereinafter, the Organization) and Wanna Pixel Inc. (hereinafter, the Vendor) to deliver support services, at specific levels of support, and at an agreed-upon cost.

This SLA is intended to provide details of the provision of support services by Wanna Pixel Inc.

This SLA will evolve over time, with additional knowledge of the Organization's requirements, as well as the introduction of new web tools and services into the support portfolio provided by Wanna Pixel Inc..

SCOPE OF AGREEMENT

The following services are provided in accordance with the proposal submitted by the Vendor to the Organization. These services relate to <https://members.ncsg.is>.

SERVICES AND REQUESTS COVERED UNDER THIS AGREEMENT

The following services are provided by the Vendor to the Organization:

1. SUBSCRIPTIONS - \$78 MONTHLY
 1. Hosting Platform Management - \$49 (per mo)
 2. SMTP Email Sending Framework up to 50,000 per month - \$29 (per mo)

2. DRUPAL + CIVICRM SMALL ORG SLA PLAN (3-5 Users) - \$499 MONTHLY
 1. System Security Audits (monthly)
 2. Minor Version Updates and Security Patches (monthly)
 3. Speed Optimization of Site Resources (quarterly review)
 4. Personal Technical Support (5 incidents per month)
 5. Website Backups (daily - availability may vary)
 6. Emergency Recovery for Site Errors or "Site Down" Status
 7. Hardening of Site and Server Access From Outside Networks (monthly review)
 8. Active Monitoring of DDOS or Brute Force Attacks
 9. Monthly Report of Services Performed and Platform Health.

3. DESCRIPTION OF MAINTENANCE PROGRAM.

- The Wanna Pixel Inc. SLA provides monthly maintenance services for your website and CiviCRM. CiviCRM is at the core of over 10,000 organization's day to day operations. It is an invaluable tool with many useful features. A Wanna Pixel SLA will ensure that this and your website technology will be protected and kept running optimally no matter what. We are your technology partners and we will be there to make sure you can focus on your passion... not technology.

4. STATEMENT OF VENDOR RESPONSE TIME.

- Guaranteed Service Response Time:
 - The guaranteed response time following any support request shall be four (4) business hours or less during normal business hours (9AM - 5:00PM, Monday - Friday). The response time begins when the request is logged in the Wanna Pixel Support system. (Note, this does not necessarily mean that the Vendor will resolve the issue within four hours, but it does guarantee an initial analysis and response to the organization within the four hour time frame. Actual resolution time will vary depending on the incident.)

5. STATEMENT OF SERVICE AVAILABILITY.

- The guaranteed response time following any support request is four (4) business hours or less. If the Vendor is unable to respond to any support request within four (4) hours from the time the request was registered in the Vendor's support system, the Vendor will provide an additional incident at no cost to the Organization.

6. HOSTING PLATFORM MANAGEMENT

1. By not switching into the Vendor's hosting platform, the Organization will need to provide their own staging environment for the Vendor's use, as well as appropriate access to system backups. The Vendor will manage the Organization's hosting environment, including testing and applying security updates and restoring backups as necessary.

CHANGES TO SERVICE LEVEL AGREEMENT (SLA)

TERMINATION OF AGREEMENT

The Organization may terminate this agreement without penalty for any reason with 30 days written notice to the Vendor of intent to terminate.

AMENDMENT TO AGREEMENT

Any amendment to the Terms and Conditions of this agreement would require the approval of the Vendor and an Authorized Representative of the Organization. The amendment of the agreement would take place through an addendum to this agreement and the recording of that addendum in an Appendix of this agreement.

The Organization can request adjustments to this SLA on a monthly basis. The Vendor and the Organization should work together to make changes to the agreement. Changes will take effect within 30 days of agreement on the adjustment. Besides SLA adjustments agreed to and made between the Organization and Vendor, the Vendor may review and make adjustments to the agreement on a quarterly basis.

PROCESSES AND PROCEDURES RELATED TO THIS AGREEMENT

CALL MANAGEMENT PROCESS

The Vendor's problem-ticket system will be used by all support team levels (where approval and technical access has been granted) to record and track all problem reports, inquiries, or other types of calls received by support. This provides the Vendor with the ability to provide metrics with regard to this SLA.

SLA FUNDING AGREEMENT

Billing for services provided under this agreement will be accomplished through direct billing to the Organization. All overage costs shall be itemized on an invoice.

ADDENDA

There are currently no addenda to this agreement. Any future addenda will be referenced in the Statement of Work through an Addendum Log in Appendix A of the Statement of Work. (Note: an Appendix must be written for each addendum)

GENERAL TERMS AND CONDITIONS

TERM OF AGREEMENT

This agreement is in effect upon the date of acceptance of this agreement and ends on the latest date specified in any terms of the Statement(s) of Work submitted by the Vendor and agreed to by the Organization.

ORGANIZATIONS

This agreement is between the Organization and the Vendor, as named on the cover of this agreement.

APPROVALS

In order to make this agreement operational, approvals as per Appendix B of the Statement of Work must be in place. (Note: SOW Appendices are created for each new contract)

KEY CONTACTS

Key contacts are shown in Appendix B of the Statement of Work. (Note: SOW Appendices are created for each new contract)

APPENDIX A - DEFINITIONS

SUPPORT REQUEST

For the purposes of this agreement, a Support Request is generally defined as a request for support to fix an error in an existing system or a request for support that involves functionality of the existing system. In particular, Support Requests are questions or issues that can be addressed by our team in 30 minutes or less. Here are examples of the types of support that can be provided via your monthly incidents:

For the purposes of this agreement, a Support Request is generally defined as a request for support to fix an error in an existing system or a request for support that involves functionality of the existing system. In particular, Support Requests are questions or issues that can be addressed by our team in 30 minutes or less. Here are examples of the types of support that can be provided via your monthly incidents:

- Short trainings (10-15 min) on how to use your system, such as creating reports, managing customers and contacts, creating relationships, etc
- Trouble-shooting issues with existing system functionality (report questions, mailings, membership, etc)
- General consultation on how best to find information, develop a report, or better understand your contacts and their activities
- Documentation on how a feature of the system operates or how to complete an administrative or management function

Any administrative time required to respond to and address an incident will be tracked against that incident. Not included within Support Requests are any requests that would add new functionality to the system.

APPENDIX B - ROLES AND RESPONSIBILITIES

THE VENDOR

The Vendor has the following general responsibilities under this agreement:

- The Vendor will conduct business in a courteous and professional manner with the Organization.
- The Vendor will use its own appropriate help desk to provide Level-1 support, including creating problem tickets and assigning responsibility to the appropriate Level-2 Vendor resource.
- The Vendor will use its own appropriate internal group to provide Level-2 support services.
- The Vendor will obtain the Organization's approval before ticket closure.
- Once a support request has been submitted, the Vendor will make itself available to work with the Organization support resource assigned to the support request.

THE ORGANIZATION

- The Organization has the following general responsibilities under this agreement:
- The Organization will conduct business in a courteous and professional manner with the Vendor.

- The Organization will conduct business in a courteous and professional manner with the Vendor.
- The Organization will provide all information required to open a support request.

There may be several roles deployed within the Organization that are integral to the provision of support services by the Vendor. These roles include the following:

TECHNOLOGY LIAISON

The Organization's Technology Liaison works as a point of contact for all activities relating to the maintenance and support of the Website and Software.

CONTRACT ACCEPTANCE

 **SIGN HERE**
Farzaneh Badiei

Noncommercial stakeholders group, Farzaneh Badiei

 **SIGN HERE**
Gena Dellett

Wanna Pixel Inc., Gena Dellett